

Case Study

Unique requirements deserve adaptable solutions

A healthcare case study



Background

JPS Health Network serves one million patients across Fort Worth, Texas each year and continues to expand its services in new locations. Due to their exponential growth and high volume of workers (both internal and contractors) they realized they needed a more adaptable LMS solution. Their previous LMS provider was unable to accommodate the customization needed, so JPS Health decided to search for a new LMS solution.

In 2021, Learnsoft became JPS Health's LMS provider because of our ability to meet their unique workflow requirements and seamlessly provide training content to contract employees. Learnsoft became a partner, and through ongoing communication has been able to deliver learning to more than 5,000 unique users monthly.

The Challenge

JPS Health's previous LMS made it difficult for contractors to complete mandatory compliance training. The old system required all users to have employee logins and IDs to use the platform and get trained. This functional limitation of their out-of-the-box software had no work-around and forced JPS Health administrators to create hundreds of "fake employee logins" for contractors to enter the system. Contractors were being added to the HRIS system as employees, even if they only needed to complete one short training session.

The high-volume of contractors JPS Health works with made navigating the LMS confusing for the LMS administrator. The number of non-employees in the system and lack of clear reporting slowed productivity and created extra work for the HR Team and managers. Additionally, learners struggled with the usability of the system: navigating the dashboard, finding their required trainings and locating training completions and certifications. The previous LMS system had been made aware of these concerns but did not offer any flexible solutions.

I really appreciate Learnsoft's customer service and support. Our previous LMS provider wasn't accessible. But with Learnsoft, I meet with our account owner on a weekly basis. Any issues, we can pick up the phone and call. Your team is always available.

JPS Health

The Solution

In 2021, Learnsoft's skilled team of software developers listened to JPS Health's grievances and met the needs of JPS Health's processes.

We created a login system capability for contractors to access the LMS without disrupting the HRIS. Learnsoft was able to integrate with JPS Health's contract system and HRIS system to bridge the gap between workers and help deploy learning to everyone regardless of employee status. This freed up time for administrators to focus on other tasks, not related to extraneous "contractor-onboarding."

Through Learnsoft's intuitive reporting, administrators could view reports across all locations, for all learners regardless of employee type, in one place with no confusion. This made it easier to manage the influx of workers, keep track of everyone's learning and ensure all learner needs were met. For example, administrators and instructors now had time to create courses in both English and Spanish and enroll non-employees much quicker than before.

Learnsoft's ease-of-use has also proved advantageous for JPS Health. The one click launch platform and easy-to-navigate dashboard has minimized confusion for all users. Learners no longer needed training to get started (a previous hurdle with the old technology), making it easier for learners to get in, learn, and get out. Learnsoft has been able to help more than 1,500 contract workers remain compliant while serving over 7,200 JPS healthcare workers.



5,000+
unique users per month

25+
locations

1,500+
contractors



About Learnsoft

Learnsoft offers organizations in highly regulated industries comprehensive training technology solutions. Learnsoft delivers a fully configurable, SaaS-based enterprise learning technology platform encompassing LMS and TMS capabilities. Designed for ease of use, content integration, and intelligent reporting, Learnsoft provides a complete, integrated view of an organization's learners and their learning progress.

The new way of learning for the new way of working